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| Unit Assessment – Fiscal Year 2023-2024 |
| Unit Name | University Libraries |
| Direct Report Units | Public Services, Technical Services, Special Collections and Historical Manuscripts & Archives, Library Technology, Gulf Coast Libraries |
| Unit Assessment Contact*Name, title, email* | Name, email |
| Unit Description*Role of unit and direct report units* | The mission of the University Libraries is to provide a dynamic physical and virtual learning environment that supports the intellectual development and creativity of the University community; to offer services that meet the information needs of the University’s faculty, staff, and students; to develop and enhance collections of resources that support the University’s research, teaching, learning, and service mission; to collect unique materials of enduring research value to the University and to the larger scholarly community; and to organize, preserve, promote, and provide access to all our collections. |
| Assessment Plan & Results |
| Expected Outcomes*This may include administrative and/or student learning outcomes.* | Connection to Institutional Strategic Goal | Measures/Targets*How can you meaningfully determine if expectations were met?* | Results*Include sampling, if applicable.* | Was the Target Achieved? |
| 1. Provide a dynamic learning environment that supports the intellectual development and creativity of the University community.
 | 7. Enhance physical, technological, and financial infrastructure to support our mission, vision, and values. | *University Libraries Spring User Survey*In Spring 20XX, a survey was sent via email to all students. The survey asked students to answer questions on a five-point scale: Terrible, Bad, Neutral, Good, Excellent.Target: 80% or more of annual user survey respondents rate the arrangement of buildings and services as Good or Excellent. | Spring 20XX survey results showed that 86.8% of all respondents rated Good or Excellent. 136 respondents provided input for this question out of a total of 195 completed surveys.* Cook Library – 84.8% (84 Good or Excellent ratings out of a total of 99 responses)
* McCain Library – 50% (1 Good or Excellent ratings out of a total of 2 responses)
* Gulf Coast Library – 95% (19 Good or Excellent ratings out of a total of 20 responses)
* Gunter Library ‐ 93.4% (14 Good or Excellent ratings out of a total of 15 responses)
 | No |
| 1. Offer services that meet the information needs of the University’s faculty, staff, and students.
 | 7. Enhance physical, technological, and financial infrastructure to support our mission, vision, and values. | *Number of Available Computers*Annually, the library compares the number of computers available to the current student body.Target: There is a library computer to student ratio of 1:100, per campus. | In 20XX-20XX, there was the following ratio of computers to students in each library:* Cook Library – 30 computers, 5,000 students; 1:167 ratio
* Gulf Coast Library – 10 computers, 500 students, 1:50 ratio
 | No |
| 1. Develop and enhance collections of resources that support the University’s research, teaching, learning, and service mission.
 | 2. Promote teaching, research, and creative excellence. | *Print Resources – Survey*When students, faculty, or staff check-out a print resource, they are given a survey which asks: “How would you rate the offerings of print resources?” Responses include Terrible, Bad, Ok, Good, Excellent. Additionally, there is a space for comments.Target: 80% or more of users will respond Good or Excellent to the print resources question. | 20XX-20XX survey results showed that 59% (115/195) of all respondents rated Good or Excellent.* Cook Library – 77/130
* Gulf Coast Library – 38/65
 | No |
| 1. Organize, preserve, promote, and provide access to all our collections.
 | 2. Promote teaching, research, and creative excellence. | *Online Newsletter*University Libraries publishes a semi‐yearly newsletter, Library Focus, each year that mails to all members of the Friends of University Libraries, donors and members of the University’s faculty and administration. Each issue of Library Focus contains 8‐pages of news from around University Libraries including news from access services, reference services and our special collections.Target: Publish the online newsletter twice per year. | In 20XX, *Library Focus*, was published two times and featured twelve stories that covered various items and events from special collections, including the Ezra Jack Keats Book Awards, the de Grummond Lecturer, the Created Equal Lectures, Mississippi novel exhibit and Banned Books Week. Other items covered in 20XX include University Libraries community service projects, Science Café’s, new librarians and Friends of University Libraries events. Additionally, University Libraries produced, *Library News*, an internal monthly newsletter. | Yes |
| 1. When students complete the Plagiarism Tutorial, they will be able to discern what constitutes plagiarism.
 | 1. Support student success to foster retention, progression and graduation. | *Plagiarism Quiz*After completing the Plagiarism Tutorial, students are provided with a 10-question post-test. This test is multiple choice and asks students if the example is an act of plagiarism. Target: 95% of students will score an 80% or above on the plagiarism quiz. | In Fall 20XX, all students in ENG 101 were required to complete the plagiarism quiz. 220/231 (95%) students scored an 80% or above. | Yes |
| 1. When students complete the library orientation, they will be able to access digital library resources.
 | 1. Support student success to foster retention, progression and graduation. | *Treasure Hunt*Part of the library orientation session includes a treasure hunt activity. The treasure hunt requires students to log-in to a library computer and access the resources on the library website. Students answer questions on a Treasure Hunt form which is returned to a librarian.Target: All students will complete the question relating to the digital library resources. | 200/200 students correctly answered the question pertaining to digital library resources. | Yes |
| Action Plans |
| Connection to Outcome(s) | Action(s) | Activity Timeline | Person(s) Responsible | Updates |
| Outcome 2 | *Add 20 computers to the Cook Library.* Twenty computers will be purchased and placed in the Cook Library. 5 computers will go in the 1st, 3rd, 4th, and 5th floor work areas. The computers will be placed in pre-existing cubicles. | 20XX-20XX | Name, titleName, title | N/A |
| Outcome 1 | *Rearrange cubicles and add signage.*To make resources and facilities more easily visible, cubicles will be rearranged on the 1st floor and hanging signs will be added for library services. | 20XX-20XX | Name, title | Cubicles were rearranged in Fall 20XX and new signs were added in Spring 20XX. The action plan is now complete. |
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| Reflection |
| 1. What are the areas that need improvement as indicated by the results?
 | Both Outcome 2 and Outcome 3 were not met. Additional physical resources are needed. The Cook Library requires more computers, and the Cook Library and the Gulf Park Library need more physical print resources. |
| 1. How do the results this year compare to past assessment results, if applicable?
 | Last year (20XX-20XX) only 75% of respondents rated the library buildings Good or Excellent. This year, there was a notable increase to 86.8%. This is likely the result of the previous action plan. |
| 1. Are changes to the assessment plan (outcomes, measures, targets) needed?
 | No, no changes are needed at this time. |
| 1. How will the unit use these results for planning for the next year?
 | For Outcome 3, only 77.4% of users stated that the print resources were Good or Excellent. To improve our offering of print resources, library staff will work to collect more materials through purchases or donations. In 20XX-20XX, staff will create the Material Acquisition Plan. |
| 1. How will this assessment inform your budgeting for the next fiscal year?
 | More of the budget will be allocated to technological equipment (computers) and physical print resources.  |
| *Note: The provided document is an example and does not reflect actual data/methods.* |